

IT Security – Set Up the Microsoft Authenticator App

Last modified on 12/16/2024 by CA



The City uses multi-factor authentication (MFA) to add an extra layer of security to our accounts, including email and OneDrive.

What this means

The first time you sign in on a device or app, you'll enter your username and password as usual. However, you'll also need to authenticate. To do this, you'll receive a notification on your phone to approve or deny the request through the Microsoft Authenticator app.

Notes

- *This training assumes you have a smartphone.*
- *Your experience may be different from what's shown in this training. Be sure to follow the prompts on both your computer screen and your phone.*
- *It's also recommended that all employees set up self-Service password reset. This allows you to reset password without having to call the IT Service Desk. Password Reset even allows you to unlock your City computer if you ever get locked out of it. Visit the City of Minneapolis website for instructions.*

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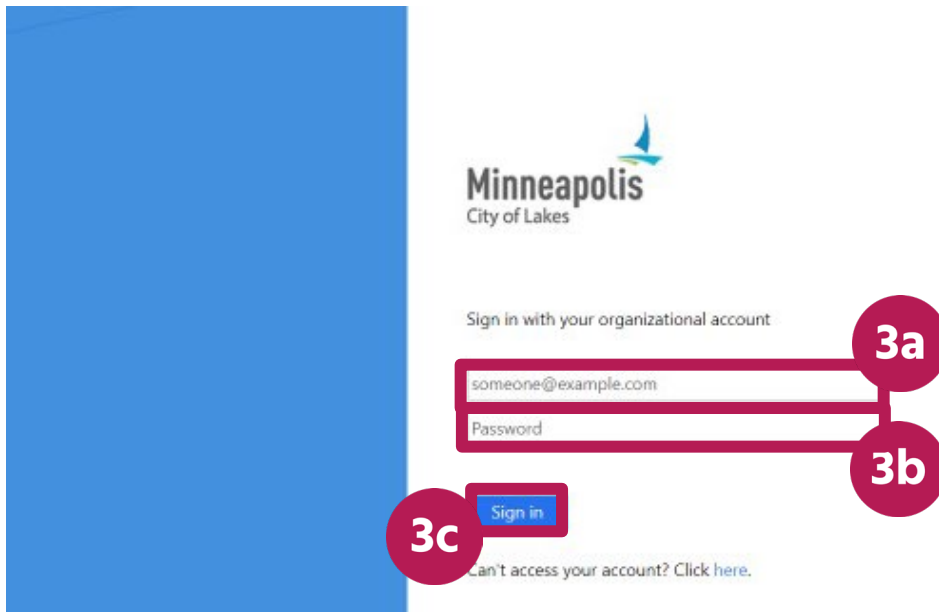
Add the Microsoft Authenticator app as a sign-in method

Sign into the Microsoft MFA setup page

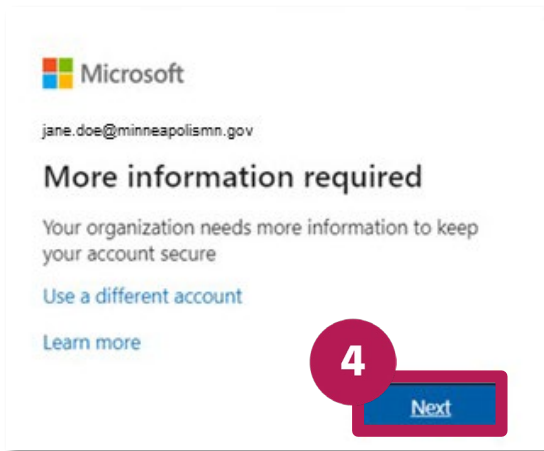
1. On a computer, open a web browser and type aka.ms/mfasetup in the URL bar.
2. In the Microsoft sign in screen:
 - a. Enter your City email address.
 - b. Select the **Next** button.



3. In the blue sign in screen that appears:
 - a. Enter your City email address.
 - b. Enter your password.
 - c. Select the **Sign in** button.



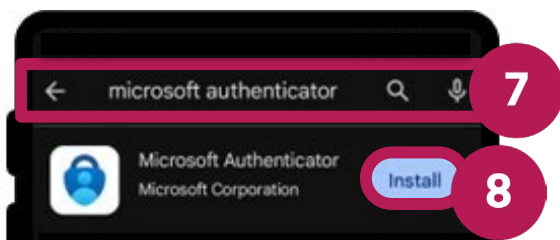
4. If a **More information required** screen appears, select the **Next** button.



5. You'll be prompted to install the Microsoft Authenticator app on your phone.

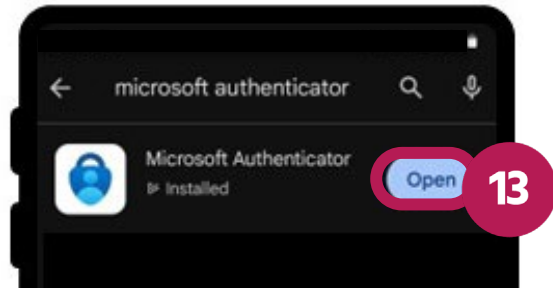
Install the Microsoft Authenticator app on your phone

6. On your phone, open the **Google Play Store** (Android) or the **App Store** (iPhone).
7. Search for **Microsoft Authenticator**.
8. Find the **Microsoft Authenticator app** and tap the **Install** button.

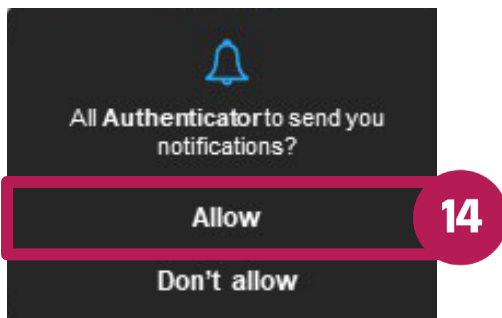


Connect your City account to the app

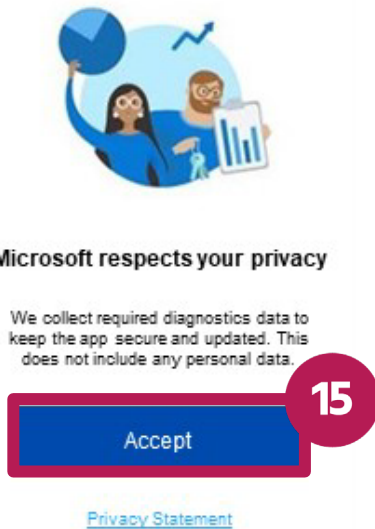
10. On your computer, select the **Next** button.
11. A **Set up your account** message will appear. Select the **Next** button.
12. A QR code will appear that you'll need to scan with your phone.
13. After the app is installed on your phone, tap the **Open** button.



14. On your phone, if prompted to send you notifications, tap the **Allow** option.



15. A **Microsoft respects your privacy** message will appear. Tap the **Accept** button.



16. A **Help us improve Authenticator** message will appear.
 - a. To turn this option on, tap the checkbox.
 - b. Tap the **Continue** button.



Help us improve Authenticator

By allowing us to collect additional non-personal data, you can help us improve the app.

You can turn this on or off at any time in the 'Settings' page.

Help us improve the app by sharing your app usage data

Continue

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[Privacy Statement](#)

17. Tap the **Add work or school account** option.

Skip



Secure your digital life

 Sign in with Microsoft

When you are signed in with Microsoft, all stored passwords, addresses, and other autofill info will be available on this device.

 Add work or school account


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 Scan a QR code

[Restore from backup](#)

18. Tap the **Scan a QR code** option.

Add work or school account

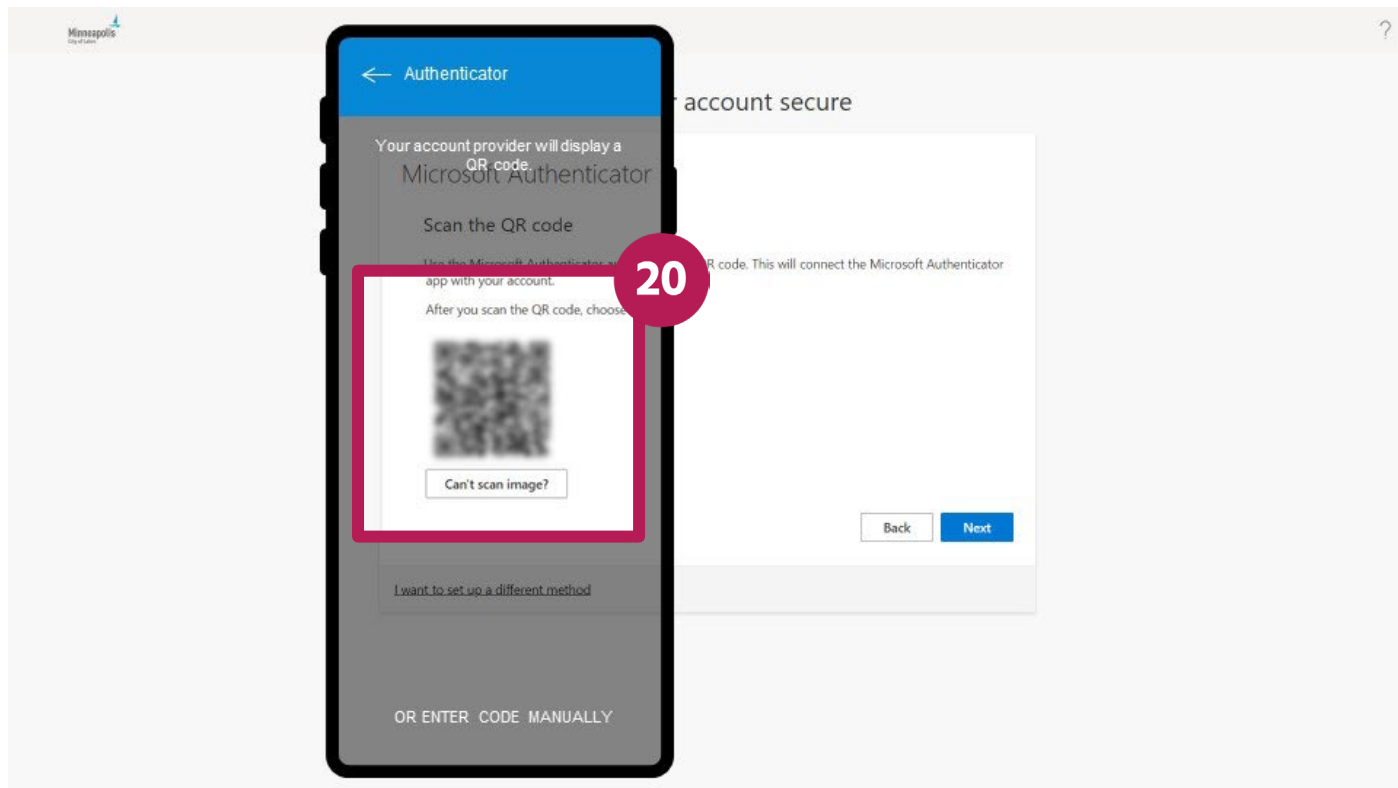
 Scan a QR code

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 Sign in

CANCEL

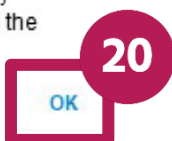
19. If asked to allow the app to use the phone's camera, select the allow option.
20. Use your phone to scan the QR code that appears on your computer.



21. An **App Lock enabled** message will appear when your account has been successfully added. Tap **OK**.

App Lock enabled

To better protect Authenticator, we've enabled App Lock by default. To turn it off, go to the app settings



22. On your computer, select the **Next** button. A number will appear.
23. On your phone:
 - a. Enter the number that appears on your computer screen.
 - b. Tap the **Yes** option.



24. If asked to approve the sign-in, follow the prompt on the screen.
25. On your phone, an **Approved** message will appear.
26. On your computer, a **Notification approved** message will appear. Select the **Next** button.
27. A **Success!** message will appear, along with a green pop-up message. Select the **Done** button.
28. On your computer screen, a number will appear.
29. On your phone:
 - a. Enter the number into the Microsoft Authenticator App.
 - b. Tap the **Yes** option.



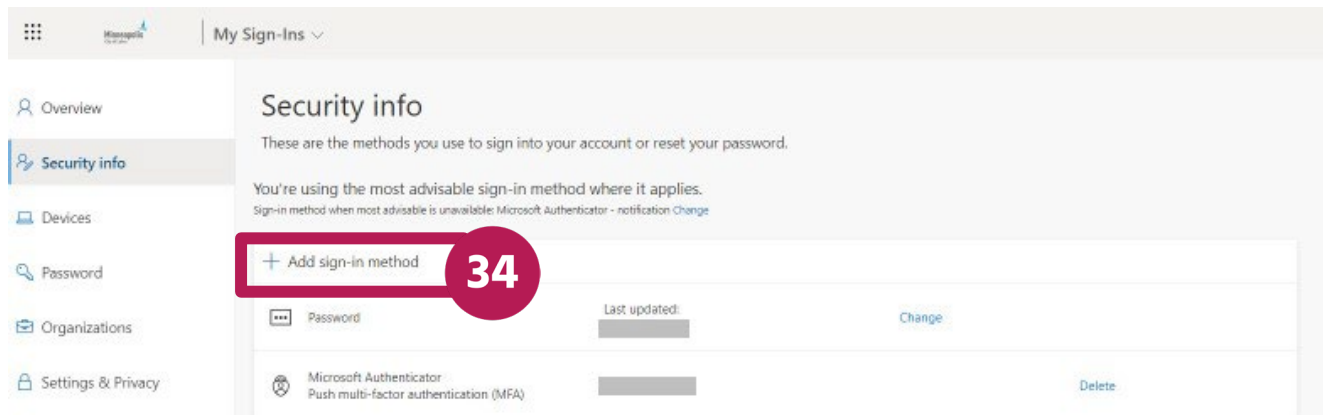
30. If asked to approve the sign-in, follow the prompt on the screen.
31. On your phone, an **Approved** message will appear.
32. On your computer, a **Stay signed in?** message will appear. Based on your preference, select either **No** or **Yes**.



33. You'll now be signed into the **Security Info** section of your Microsoft account.

(Optional) Add additional sign in methods

34. From the **Security info** screen, select **+ Add sign-in method**.

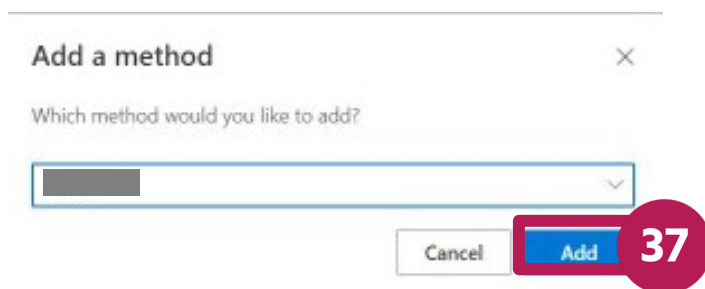


35. Select the **Choose a method** field.

36. Select the appropriate option from the dropdown menu.



37. Select the **Add** button.



38. Follow the instructions on the screen that appears.

39. After you've successfully added a sign-in method, a **Verification complete** message will appear. Select the **Done** button.

